

DOCUMENT RESUME

ED 241 039

IR 050 647

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TITLE CSU, Chico's Inter-Library Loan Demonstration,
December '80 - January '81.
INSTITUTION California State Univ., Chico.
PUB DATE 10 Feb 81
NOTE 57p.
PUB TYPE Reports - Evaluative/Feasibility (142)

EDRS PRICE MF01/PC03 Plus Postage.
DESCRIPTORS *Academic Libraries; Demonstration Programs;
*Extension Education; Feasibility Studies; Higher
Education; *Instructional Materials; *Interlibrary
Loans; Library Cooperation; *Library Networks; Public
Libraries; Regional Libraries
IDENTIFIERS *California State University Chico; Instructional
Television Fixed System

ABSTRACT

This report describes a demonstration project which used local libraries as the contact and distribution points for academic materials to California State University Chico (CSUC) extension or off-campus students, including students taking courses through the Instructional Television Fixed Service (ITFS). Interlibrary loan (ILL) procedures at CSUC and local Northern California libraries prior to the demonstration are discussed, and the university's role as an affiliate member of the the North State Cooperative Library System (NSCLS) is described. The development, trial implementation (December 1980-January 1981), and evaluation procedures are detailed for this project, which experimented with using available delivery systems for integrating the CSUC collection into the normal pattern of filling ILL requests within the NSCLS. Results are discussed for each of 17 variables for the 2,121 ILL requests processed during the demonstration. Variables relate to the request source and how, where, when, and if the request was filled. Also included are crosstabulation results; daily observations made during the trial period; recommendations concerning files, forms, and statistics and program continuation; and 14 overall recommendations. Appendices include statistical data tables, service area maps, and trial period forms. (LMM)

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R E P O R T

CSU, CHICO'S INTER-LIBRARY LOAN DEMONSTRATION

DECEMBER '80 - JANUARY '81

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10 February 1981

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Robert M. Cookingham

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REPORT

CSU, CHICO'S INTER-LIBRARY LOAN DEMONSTRATION

DECEMBER '80 - JANUARY '81

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INTRODUCTION

For over eight years, CSU,Chico has had a visiting librarian position. This position can best be described as the Reference staff outlining a project and hiring a "visiting librarian" to develop it. The current visiting librarian is to "investigate and realize alternative methods of delivering library services to extension/off campus students."

Various communication and delivery systems are available to extend library services. Inter-Library loan, where a library borrows materials from other state and national libraries to meet a local patron's request is one technique. A local library patron is any patron of a local public or community college library who under their normal informational needs and living patterns would use their local library facility. Extension/off campus students, who are taking courses of instruction under the auspices of the California State University at Chico, would qualify as a local library patron. These extension/off campus students do not normally visit the CSU,Chico campus, either for instruction or for library resources.

Local library patrons have long included individuals who were enrolled in diverse courses of study. These formal and informational or recreational courses were brought to the local community through various facilities. On-site instruction, where an instructor travels to a local community to deliver

lectures (extension courses), has been a part of academic activities for many years. Local library patrons have also used other avenues of instruction to meet their needs: correspondence courses, educational television, courses by newspapers, seminars, workshops, and individual research are some examples. Two areas CSU,Chico is using to actively extend formal academic instruction are extension and television courses. Instructional Television for Students (ITFS, also defined as Instructional Television Fixed Service) was the thrust for CSU,Chico's Library to seek ways for the off campus student to have an improved access to its collection.

Through this demonstration and subsequent recommendations, a reliable network which uses local libraries as the contact and distribution point for academic materials to CSU,Chico extension/off campus students will be developed. Although based on Inter-Library loan concepts, the principle of this proposed ILL network will be reversed: an ILL network to lend materials.

INTER-LIBRARY LOAN
CSU, CHICO AND LOCAL LIBRARIES
PRIOR TO DEMONSTRATION

The University Library has long been an affiliate member of the North State Cooperative Library System (NSCLS). The authorized service area of CSU, Chico coincides with most of the service area of NSCLS. CSU, Chico's service area also reaches south and includes three counties in the Mountain Valley Library System (MVLS); whereas NSCLS includes two counties in the Northwestern part of California which are in the service area of California State University at Humboldt. (Appendix A)

Inter-library loan is a major function of NSCLS. To provide efficient service their network has developed procedures and utilizes delivery vans to transfer materials and requests from one library to another. They have established three information centers to act as resource and switching centers for inter-library loan requests (ILL). These centers are located at the Butte County Library (BIC), the Shasta County Library (SIC), and the Eureka-Humboldt Library (EIC). Personnel assigned to the information centers are funded by the NSCLS. ILL requests are filled by the first information center if possible. Unfilled ILL requests are then forwarded to the next information center for filling. Because of geography and resources available ILL requests from the

centers at Butte and Shasta are not forwarded to the Eureka-Humboldt Information Center. If the ILL request is not filled within NSCLS, it is forwarded to the California State Library for location information. California State Library has a union catalog of library holdings for most California libraries. However, cards ceased to be filed into this manual catalog at the end of 1978. For those requests with locations, the information is then used by the NSCLS to fill the ILL request. For 1979-80 the number of ILL requests handled by the information centers in NSCLS was 33,249. This number can be misleading since each request could be counted a maximum of three times if it passed through all three information centers and still was not filled. Of the 33,249 requests received at the three centers, 10-829 were filled.

CSU, Chico also has an inter-library loan function. It borrows materials requested by faculty, students and administration/support personnel; and loans materials requested by other libraries. In order to borrow materials from CSU, Chico, a local library has to know CSU, Chico owns the requested item. This requirement is not unique to CSU, Chico; it is the routine among libraries. The major tool available to NSCLS libraries which lists holdings of CSU, Chico is the California Union List of Periodicals (CULP). This only lists periodicals, serials, etc. No monographs. Included in the tools for verification of monograph holdings NSCLS uses CATALIST, a machine produced set of microfiche which lists monograph holdings of over 150 libraries. This list does not include the holdings of CSU, Chico. In realistic terms the only time NSCLS asks CSU, Chico Library for a book is when the local patron knows the book is at CSU, Chico. In the first nine months of 1980 CSU, Chico filled less than 100 requests for books from NSCLS.

At CSU, Chico to find location information for ILL requests generated by the University Library's patrons, the staff uses an OCLC terminal with its

ILL sub-system. The ILL Department also has a large bibliographic section to locate those items not found on OCLC. In reality OCLC is the only tool used on a daily basis by the University Library's Inter-Library Loan Office. NSCLS currently does not have an OCLC hook-up at any of its three information centers.

To process ILL requests CSU,Chico has two full time staff members, the assistance of one reference librarian and 40 hours per week of student help. Recently most of the monographic holdings of CSU,Chico have been entered into the OCLC data base. Consequently the number of requests to borrow from CSU,Chico has increased. OCLC has made it easier to fulfill the functions of ILL at the University, however the work load has increased to overwhelm any savings of personnel. They are doing more with the same personnel -- and doing it more efficiently. That should not preclude any possibility that things cannot be further improved.

One of the places a NSCLS van stops daily is at the ILL offices of CSU, Chico. The transactions between NSCLS and CSU,Chico are easily carried in one hand by the van driver. Photocopies, messages and an occasional book is all that is transferred.

NSCLS delivery vans also stop at scheduled intervals at all the community colleges within the area. In addition the van connects to other delivery vans within five cooperating library systems serving all of Northern California. (Appendix B) This system of interconnecting vans was established at a time when costs of gas, personnel, etc., were much less than today. NSCLS currently assumes that this system is the most economical available to transmit information and materials between its member and affiliate member libraries. No attempt was made in this demonstration to augment or change current delivery patterns.

To physically deliver and receive ILL requests, CSU,Chico uses the following:

1. OCLC ILL sub-system print-outs from member OCLC libraries
2. NSCLS forms and van delivery for public libraries and community colleges within the five systems
3. UPS for shipping and receiving materials to and from fellow California State Universities and Colleges as funded by the Chancellor's office
4. U.S. Mail for other requests, usually on ALA Inter-Library Loan forms

Without a doubt items shipped and received through the U.S. Mail involve the most cumbersome process of all. Even though a recent change in procedure should reduce the amount of student time to fill out requests through the U.S. Mail by 3 to 7 minutes per filled request; OCLC, UPS and NSCLS methods are preferred by the Department's staff.

Each of the above methods has its own forms and procedures. Forms produce files which will be addressed variously in this report. By its inherent function ILL will cost more per transaction than a library's average circulation transaction. The ideal situation is to have a patron come to the library and have the materials available, on the shelf for use, in-house or circulate as the needs dictate. ILL exists because there are needs which are generated that cannot, and should not be met at the local level, regardless of whether that local level is a branch of a public library, the offices of a profit making company, or a major academic library. The percentage point is always debatable, but the fact remains that no library or information source can afford the staff, resources or facility to maintain all the informational resources that will be needed by its local patrons.

THE CONCERN

PREVIOUS PROGRAMS

For years academic institutions have conducted extension courses and served off campus students through various programs. To supply academic library resources to enhance or even sustain the foundation of instruction was usually left to the faculty member or the student depending upon the individual's motivation. Occasionally the faculty member brought materials for the student to use. Correspondence courses would offer a checklist of materials to send for via return post. Bibliographies were prepared and students sent to local libraries. A basic book collection for a particular course or series of courses might be shipped to a local institution for a specified time period. Infrequently an academic library might hire an individual as their extension librarian to do this type of work for the off campus students. Given an office, typewriter and usually a phone, the librarian would send letters and bibliographies and wait to hear from the off campus students. Most of the interaction between the librarian and the students took place via the U.S. Mail. Preparing bibliographies assumed a major role in extension services.

To meet extension/off campus students needs over the last decade, the

Library at CSU, Chico used various methods. None with great enthusiasm, money or effort. For a Master's of Public Administration program the Library created three duplicate deposit collections of approximately 150 books each and sent them on indefinite loan to three community college libraries. Some faculty members checked out materials in their own name and took them via automobile to their respective students. Bibliographies were prepared. The Library designated the Head of Circulation to be the contact person for these students. Using an appropriate form the student would mail the request to the Head of Circulation, who in turn made sure the individual was enrolled in a CSU, Chico course, found the material, checked it out and mailed it to the student. During 1979-80 two students made use of this service. Years have taken their toll on extension faculty. They no longer are excited about lugging materials to Redding or Marysville. The MPA deposit collections were never updated nor able to be integrated into local collections. All but one deposit collection has been returned to CSU, Chico. Most books were returned in pristine condition.

ITFS is changing the outlook of academic personnel to the needs of these students. ITFS students are CSU, Chico students, albeit they may never come to the campus. The University receives state support for their enrollment. Extension students and courses are still on the "pay their own way" concept. Part of that concept includes access to the University's library resources. However, extension course instruction does not generate financial support for the University Library to the same degree as does state supported instruction.

THE DEMONSTRATION

Looking for alternatives to deliver library services to extension/off campus students includes an examination of what is currently available. This year ITFS has nine learning sites: three community colleges (Yuba, Shasta and College of the Siskiyous); two county schools offices (Trinity and Shasta); one high school (Anderson); one elementary school (Antelope); one military base (Beale Air Force Base); one city hall (Colusa)(Appendix C). Beale Air Force Base and Yuba College are the only two sites outside of the service area of NSCLS. However, through the five systems delivery van schedule, Beale and Yuba also receive materials from the University Library.

This demonstration project is an attempt to integrate the collection of CSU, Chico into the normal pattern of filling ILL requests within the NSCLS. In an average month, 2,000 requests are processed through the three information centers of NSCLS: whereas 1,000 requests are processed monthly by the ILL Department at CSU, Chico. NSCLS does not have access to OCLC to enable them to readily identify CSU, Chico owned materials. If they did this demonstration and subsequent recommendations would have been quite different.

Would it be practical for an extension/off campus student to go through their local public or community college library for learning materials which are at the University Library? Should the University ask the public and community

college libraries to separate ILL requests and send those generated by the University students directly to CSU, Chico? Is it possible for the University to handle some or all of the requests from public and community college libraries? Which requests should be sent to the University? If all requests were sent to CSU, Chico what portion would be held by the University Library? Etc., etc.

Working with NSCLS and the Administration of the University Library, the following project was engendered.

1. Receive all ILL requests from NSCLS after the information centers have checked their collections and before the ILL requests are sent to the California State Library for holdings information.

2. Using OCLC as a locating tool, the visiting librarian would search for each request. If a holding for CSU, Chico was found, it would be typed on the ILL request form along with the LC assigned classification number in the 050 field. If CSU, Chico did not own the item, according to the OCLC data base, a minimum of five locations within California would be typed on the form. For those items not in California a brief notation as to the number of U.S.A. locations would be typed (1 U.S.A. location, 20 U.S.A. locations, etc.). This hierarchy was first CSU, Chico; second, the seventeen libraries on OCLC within the five systems delivery van network (Appendix D); third, libraries on OCLC in the remaining portion of California; and last an approximate number of libraries when the item was held only by libraries outside of California.

3. These requests would be received by CSU, Chico via the delivery van, processed and returned via the next day's delivery van. Twenty-four hour turn-around-time was envisioned with everything being forwarded on the delivery van.

4. CSU, Chico materials would be loaned to the requesting library for either two or three weeks use by their local patron. According to current ILL practices of the University, no renewals were authorized. Items which CSU, Chico owned but were in use, were not reserved; eliminating any necessity for a file of unprocessed requests and ensuring that the only viable file for CSU, Chico would be for filled requests.

5. The time period for the demonstration would be from December 1980 to January 1981.

6. Statistics would be kept and a report made upon completion of the project.

This is that report. It is designed to provide information that will be helpful to the participating public and community college libraries, to NSCLS and the University Library at CSU, Chico. Not to be forgotten is the benefits to the extension/off campus students of CSU, Chico, who, God willing, will be unaware of these procedures and only knowledgeable of the services received upon implementation of the recommendations.

THE PROCESS

AN AVERAGE DAY

Requests from the Information Centers are delivered daily to the ILL Department at CSU, Chico. The delivery person usually arrives at 3:00 p.m. The OCLC terminal is made available to the Visiting Librarian from 3:30 p.m. to 5:00 p.m. However, since the response time on the terminal is slow (up to 3 minutes per completed request) at this time of day, it is preferable to use the terminal later. After 5:00 p.m. each request averages one minute.

An IBM selectric typewriter is moved next to the OCLC terminal. The NSCLS ILL form is inserted into the typewriter, just far enough to be caught by the platen. When left free, the request form falls to the front with the author, title, publication data, etc., visible to the searcher. Using OCLC search techniques, a record is displayed. The request form is then rolled into the typewriter so that location information may be typed on the upper right hand side of the form.

If the various search techniques do not reveal a record, "NO OCLC" is typed on the request. During the demonstration 12.3% of all requests were not found on OCLC.

Because of OCLC search procedures it could require one, two or more screens

to be displayed before a brief entry would indicate the specific book being searched. As soon as that determination is made, the complete bibliographic record is displayed.

The first item visible on the screen of a full record is "CCH" or "NO HOLDINGS, CCH." Even before the record is fully displayed, this is typed on the form. If it appears CCH (OCLC symbol for CSU,Chico) owns the item, the next thing typed is the LC Classification number from the 050 field. If there is a non-LC Classification number in the 090 field and none in the 050 field, a question mark is placed after the typed call number from the 090 field. If no holdings are indicated for CSU,Chico this line would contain the first letter(s) from the LC Classification number, or the words "juv" (Children's books), or "fic" (Adult fiction) as indicated from the displayed record.

Regardless of whether CSU,Chico is listed as owning the item or not, the terminal is now used to display holdings. If there are multiple holdings the first screen to come up displays libraries in California which own the book. A minimum of five library symbols are typed on the form. Only when there are more than two lines of California symbols displayed on the screen is any attempt made to type libraries in the five system's van delivery area only. This procedure speeds the processing of ILL requests at the OCLC terminal.

As the days requests are being processed they are placed in three groups: 1) NO OCLC; 2) NO CCH (but symbols for other holding libraries); and 3) CCH (with call number and symbols for other holding libraries). With the completion of the OCLC search, the first two groups (NO OCLC and NO CCH) are ready to be tabulated, statistics taken, and available for the next van delivery.

The next step is to put the requests which CSU,Chico owns into shelf list order and go to the stacks. A sweep through the stacks (including the folio or oversize section) produces those books CSU,Chico owns and will use to fill

ILL requests. Requests for materials which are not found on the shelf are now taken to the card catalog. A manual search is made to see if, in reality, the LC Call number is the same one assigned by the Technical Services staff at CSU,Chico. When call numbers differ, the shelves are searched again.

Items owned by CSU,Chico but not currently available to fill the requests, constitute a third group of completed requests—ready for statistics, tabulation and available for the next van delivery.

It now remains to process those materials requested, owned and available from CSU,Chico. Each book has an orange band placed around its cover and stamped as being from CSU,Chico (Appendix E). A CSU,Chico circulation card for the Circulation Department is prepared by hand and stamped with the current date and the duration a local library may use the material (Appendix F). The NSCLS ILL request form is a four part form. Depending on the number of parts received by CSU,Chico, one copy is kept for the files of the ILL Department, one copy is sent to either the Butte or Shasta Information Center (depending on the geographical location of the original requesting library) and any remaining copies are put with the book. The book (with or without ILL forms) is sent, via van delivery, to the library that originated the request. Books requested by branches of county libraries are sent to the headquarters library for further transmittal to their branches.

The ILL Department is responsible for inter-filing the NSCLS request form with their other filled request forms. They also process the books as they are returned. All other functions are the responsibility of the visiting librarian.

Photocopying of articles is handled in a similar fashion, with the major exception being that the local libraries have already determined that CSU,Chico has the periodical, newspaper, etc. To fill these requests a manual search of the serials list is made to find the call number. The call number is hand

written on the request. These requests are put into shelf list order and the shelves searched. Items held in the Current Periodicals Section of the Library require a circulation card to be filled out before the magazine can be taken to a xerographic copier for duplication. Articles are photocopied and the request form is stapled to the photocopies. The number of photocopy pages is written on the request form. A copy of this completed ILL request form is pulled, used for statistics and forwarded to the appropriate Information Center.

There were to be two exceptions to the twenty-four hour turn-around-time. The first involved OCLC. During the third week of the demonstration OCLC had scheduled the loading of AACR2 tapes. They anticipated only a few days down time (Friday, December 12th until Tuesday morning, December 16th). OCLC was down from 7:00 p.m., Thursday, December 11th until 4:00 a.m., Tuesday, December 23rd. This will be evident from the frequency distribution of statistics for the third and fourth weeks. This was considered a minor problem due to the number of requests received and the time of the year. During this down period for OCLC each request was manually checked against the card catalog and requests were filled when possible. All unfilled requests were held at CSU, Chico until OCLC was operable.

The second exception involves procedures and the microform collection at CSU, Chico. Requests for items which are on a microform are not duplicated by the ILL Department. Those request forms are placed in a basket in Current Periodicals. Microforms are administered, including photocopying, by the Current Periodicals Department. Photocopies are made by available student aids when they have the time. Under normal circumstances it was an additional day before the photocopy was available to send on the delivery van to the requesting library.

THE TIME

December 1980 and January 1981. The demonstration began on Monday, December 1st. The last requests were received on Thursday, January 29th, processed and placed on the van delivery of Friday, January 30th.

December is not an active month for libraries in general. CSU, Chico ended its semester on December 12th with final exams the next week. The community colleges had a two week break for Christmas, some terminating the semester with finals the week of January 22-28th. The remaining colleges terminated their semester after finals week (December 15-19) and began instruction on January 5th. Christmas with its festivities has a natural effect on libraries. December would allow time for a "shakedown" of the demonstration procedures. Old requests could be processed and back files cleaned up. Reliability of the demonstration concepts would be developed.

CSU, Chico's winter semester classes, extension and ITFS, would begin on January 26th. Other than independent study, the requests processed from public and community college libraries can assume to be those of their typical patrons. Thus the demonstration could focus on aiding the local library without the complication of CSU, Chico's students increased use of the local facilities. One of the anticipated goals of the demonstration, after it has been completed, is to formulate an inter-library loan pattern which will allow CSU, Chico's holdings to be utilized by area libraries. CSU, Chico

students may go to their local library as one of their access points to the University Library. The local libraries will use the bibliographic information supplied by the CSU, Chico student as acceptable. They should not spend time further verifying these requests. The knowledge that the local patron is a CSU, Chico student could be added to the data normally collected on the NSCLS ILL request form.

Extension, ITFS students have elected to live or remain in the local community. One of the effects of this demonstration, if implemented as a routine to any degree, would increase the reliability of the local librarian to supply resources within a reasonable period of time. CSU, Chico's Library staff will not receive the smile and thank you from the extension/off campus student -- the local librarian will. The student may begin to use local resources more fully; and that includes the knowledge and training of the local librarian. This may be viewed as a way to increase the use and effectiveness of local libraries, strengthening their community support and public relations in general without requiring them to purchase additional materials.

THE SEVENTEEN VARIABLES

Appendix G is a complete printout of the seventeen variables with their value labels and frequencies (absolute, relative, adjusted, and cumulative) as generated by an SPSS computer program (Statistical Package for the Social Sciences). When it was decided to pursue this demonstration, the keeping of statistics was unavoidable and necessary. Using the frequencies and cross tabs available on the SPSS program, any conclusions and/or recommendations could be substantiated.

Q1. SYSTEM

<u>Name</u>	<u>Number</u>	<u>Percentage</u>
NSCLS	2,046	96.5%
MVLS	<u>75</u>	<u>3.5%</u>
	2,121	100.0%

A total of 2,121 requests were processed during the demonstration. The two public library systems involved were the North State Cooperative Library System (NSCLS) and the Mountain Valley Library System (MVLS). 96.5% (2,046) ILL requests were from the NSCLS; 3.5% (75) were from the MVLS.

The use of the demonstration by libraries in the MVLS was considerably different from those in the NSCLS. The MVLS has access to the holdings of a large metropolitan public library (Sacramento Public Library). They do not

have the immediate need to access the holdings of CSU,Chico as does the NSCLS. There is no library comparable to Sacramento Public Library in the NSCLS. CSU,Chico has the largest collection of any library in NSCLS. In order to provide a demonstration for the MVLS libraries, CSU,Chico agreed to act as a verification center and/or to process those requests their librarians determined most likely to be filled by CSU,Chico. These circumstances serve only to enhance any cumulative statistics regarding the demonstration.

Q2. INFORMATION CENTERS

<u>Name</u>	<u>Number of Requests</u>	<u>Percentage</u>
Butte (BIC)	826	38.9%
Shasta (SIC)	807	38.0%
Eureka-Humboldt (EIC)	413	19.5%
MVLS	75	3.5%*

BIC and SIC show a relatively equal number of requests. EIC, since it serves a smaller population, and since all of its requests were checked by both BIC and SIC, has one-half the number of requests of the two other information centers in NSCLS.

Q3. TYPE OF LIBRARY

<u>Type</u>	<u>Number of Requests</u>	<u>Percentage</u>
Public	1,906	89.9%
Academic	215	10.1%

The extremely high percentage of requests from public libraries reflects the calendar, among other things. For the community colleges (academic libraries) it was a time of either ending a semester or beginning a new semester, plus a

*The program to create the percentages only went to one-tenth of a percent. Consequently, in rounding off the decimal points, there an error rate of .1%.

minimum of two weeks vacation for the holidays.

Q4. NAME OF INDIVIDUAL LIBRARIES

<u>Name</u>	<u>Number</u>	<u>Percentage</u>
Butte County Library	452	21.3%
Colusa County Library	65	3.1%
Lassen County Library	79	3.7%
Orland Free Library	32	1.5%
Plumas County Library	133	6.3%
Willows Public Library	38	1.8%
Butte College	4	.2%
Feather River College	18	.8%
Lassen College	5	.2%
Shasta County Library	146	6.9%
Modoc County Library	65	3.1%
Siskiyou County Free Library	300	14.1%
Tehama County Library	185	8.7%
Trinity County Library	31	1.5%
College of the Siskiyous	55	2.6%
Shasta College	25	1.2%
Eureka-Humboldt Library	208	9.8%
Del Norte County Library District	126	5.9%
College of the Redwoods	79	3.7%
Sutter County Library	46	2.2%
Yuba College	29	1.4%
Total	2,121	100.0%

It is interesting to note that the largest user was Butte County and

the smallest user was Butte College, both within 20 miles of CSU, Chico. The second highest user was Siskiyou County Library, one of the counties furthest from CSU, Chico. The College of the Siskiyous, in Siskiyou County, is where the largest number of ITFS students were enrolled in the fall of '80 and again for the second semester, January 1981.

Q5. WEEK OF THE DEMONSTRATION

Week Number	Number of Requests	Percentage
1.	328	15.5%
2.	289	13.6%
3.	44	2.1%
4.	392	18.5%
5.	118	5.6%
6.	169	8.0%
7.	275	13.0%
8.	271	12.8%
9.	235	11.1%

During the first weeks many of the requests were old. They were items the information centers could not verify or had not been able to fill. The 3rd week (December 14-20) reflects the fact that OCLC was down and only 44 requests were manually processed. The remainder were included in week 4 (December 21-27) when the largest number of requests were processed.

Allowing for the holidays, community college closings and the "shake-down" period of the demonstration, the last three weeks more appropriately reflects the average number of requests anticipated from libraries in CSU, Chico's service area, i.e., 235-275 per week.

Q6. VERIFICATION

<u>Type</u>	<u>Number of Requests</u>	<u>Percentage</u>
SIMPLE	481	22.7%
BIP	682	32.2%
CATALIST	462	21.8%
BPR, CBI, etc.	496	23.4%

It will be necessary to expand on these categorical headings since each symbolized a concept of verification.

SIMPLE. Anything which reflected that the local librarian, who took the request, accepted the information as supplied by the library patron. Bibliographies, items listed in other books by the same author, or heard on a television program, are good examples. The important thing is that the local librarian accepted the information, without further verification, as a legitimate ILL request. CSU,Chico will be preparing course-work bibliographies for its extension/off campus students. It is hoped that the CSU,Chico student requests for information based upon these bibliographies will be sufficient and acceptable, eliminating the need for local librarians to use bibliographic tools to verify existence of materials requested by these students.

BIP. Any one-volume bibliographic tool which a librarian used for verification, was grouped under BIP, including Forthcoming Books in Print (FBIP) as well as Books in Print (BIP). FBIP lists very recently published and anticipated to be published materials; as such its use as a tool for verification for ILL purposes is seriously challenged. From the standpoint of the University Library, items verified solely in FBIP should not be requested on ILL. Most libraries will not loan any material published within the current year, or less than six months old. This policy should be adopted

by the ILL Department. This does not apply to requests for photocopying of journal articles. The verification for journal articles includes the use of CULP (California Union List of Periodicals), a one volume tool. Requests which used CULP as there verification source were included in this category.

CATALIST. This is a computer based, microfiche listing of many California libraries' holdings. Only those records in a machine readable data base were included. CSU,Chico is not a part of this bibliographic tool. The majority of libraries included are located outside the five systems delivery van area. In terms of ease of use, this is more cumbersome to work with than a single volume bibliographic tool--but extremely easier and more specific (as it gives holding information) than the following level.

BPR, CBI. Book Publishers Record, Cumulative Book Index. This category reflects bibliographic tools which are not totally cumulative and require going through various volumes to find the verification information, if it exists at all. These items are usually not in print, or they would be listed in one of the previous tools. Items here could also be new, especially something found in a recent BPR. To use these tools is cumbersome and time consuming. They are usually costly and their bibliographic value is based on the completeness of the series. The National Union Catalog (NUC) would be the optimum tool in this category.

Most of these tools would be extraneous for verification, ILL purposes if NSCLS had access to an automated data base such as OCLC or RLIN. Since 23.4% of all requests required use of BPR or CBI for verification, a considerable amount of time at the Information Centers will be freed for more patron services when NSCLS acquires either on-line bibliographic system.

When estimating the costs of OCLC or RLIN, the fact that it would be unnecessary to purchase most of these bibliographic tools (and their duplicate

numbers throughout the system), and the search time saved by librarians; are both valid factors which should be included in any cost estimate.

Q7. WEEKS SINCE REQUESTED

<u>Requested within:</u>	<u>Number of Requests</u>	<u>Percentage</u>
1 week (1-7 calendar days)	625	29.5%
2 weeks (8-14 calendar days)	763	36.0%
3 weeks (15-21 calendar days)	364	17.2%
4 weeks (22-28 calendar days)	119	5.6%
Longer (more than 28 calendar days)	250	11.8%

When a request was processed at CSU,Chico, and ready for van delivery, the days were counted back to the date the request originated. This original date of request was taken from the ILL form. In terms of CSU,Chico's extension/off campus students' needs, this tabulation is an important one. Students need to rely on fast service. Indeed, any library patron should not have to wait an undue length of time for ILL materials. If there are problems with the verification, if the request will have to be forwarded to a library beyond the local system, etc., patrons should be aware of these delaying factors. This is a good public relations technique when the time from the request to the supplying of the information is lengthy.

An examination of this same time element in December vs. January will indicate a decided improvement in the amount of time an average request took to be processed and leave CSU,Chico. The reasons for this could include the previously mentioned clearing of backfiles, as well as testing the reliability of the demonstration.

	<u>1 week</u>	<u>2 weeks</u>	<u>3 weeks</u>	<u>4 weeks</u>	<u>Longer</u>
December	25.4%	33.6%	19.2%	8.0%	13.7%
January	34.4%	38.8%	14.6%	2.6%	9.5%

In an effort to improve service to CSU,Chico extension/off campus students -- and all library patrons -- some emphasis must be placed on the amount of time ILL requests take to reach CSU,Chico. During January there was a 9% increase over December in the portion of requests that were processed by CSU,Chico within the first seven calendar days since requested. Looking at the first fourteen calendar day period (since requested: 1 week plus 2 weeks):

December = 59.0%

January = 73.2%

Requests did move faster. There should be every reason to expect them to increase even further. The only limit would appear to be the transportation routes since not all libraries receive daily delivery.

An examination of the three information centers performance in this variable could be useful to NSCLS in future planning. No attempt is made to explain the differences since many elements go into the process of NSCLS procedures.

<u>Center</u>	<u>1 week</u>	<u>2 weeks</u>	<u>3 weeks</u>	<u>4 weeks</u>	<u>Longer</u>
Butte	18.5%	29.7%	27.5%	8.5%	15.9%
Shasta	35.7%	44.0%	8.1%	4.2%	8.1%
Eureka-H	31.5%	35.6%	16.7%	3.6%	12.6%

Q8. FOUND ON OCLC

	Number of Requests	Percentage
NO	261	12.3%
YES	1,529	73.0%
Not searched	11	14.7%

For 73.0%, regardless of verification, a listing was found on OCLC. 12.3% had no listings on OCLC. Every possible combination was tried in the cross tabs available through SPSS, but the searcher found no significant trends. Although OCLC contained proportionately as many verified requests as unverified requests generated by the demonstration.

The "Not searched" category represents requests for periodicals (as they were verified as being owned by CSU,Chico by the local librarians), as well as monographs which were verified either by a CSU,Chico bibliography, a user of OCLC (The College of the Siskiyous recently acquired OCLC) or a manual search.

Even though OCLC does not contain 100% of all the monographs owned by CSU,Chico, no routine attempt was made to check the various manual catalogs for these "NO CCH" ILL requests with three exceptions: Government documents, special collections, and the juvenile collections. When there was evidence from the OCLC search or the ILL request that the material could be in one of the three collections, a manual search was made of the appropriate catalog, since these have not been completely cataloged on OCLC. Only in searching for Government documents was there any successful retrieval of materials.

Q9. CALL NUMBER CHANGED

	<u>Number of Requests</u>	<u>Percentage</u>
Not changed	346	16.3%
Changed	20	.9%
Not searched	1,755	82.7%

This statistic reveals a relationship between the CSU,Chico assigned call Number and the LC assigned call number from the 050 field of the OCLC record. It has been the practice of CSU,Chico to accept the LC call number in most cases.

An examination of the 366 items found on OCLC with CSU,Chico holdings and with a call number reveals that 94.3% of the items had the same call number. Consequently, it is recommended that any library, using OCLC as a verification tool should be required to add the LC call number from the 050 field to all ILL requests sent to CSU,Chico, and list OCLC as their verification source. If this were done, it would be a simple process to have a student assistant process the ILL request. This would save a tremendous amount of CSU,Chico staff time in handling ILL requests.

Of the remaining 5.7% of requests which CSU,Chico owns, and the call number did not agree with LC, they fell into three categories: Fiction, independent catalog decisions, and Cutter changes.

Fiction: LC assigns the PZ classification to all fiction. CSU,Chico has nothing classed in PZ. They are cataloged in other parts of the literature and juvenile classifications. Eight items were of this variety.

Independent catalog decisions: CSU,Chico occasionally decides to change the LC call number based upon historical perspectives of the collection or greater convenience of users. Five items were in this category.

Cutter changes: The remaining seven items involved minor changes in the Cutter line of the LC call number. In all cases the item was within one shelf space (36 inches) of where the LC call number indicated it would be. It should be a routine of all shelf searching to look before and beyond the exact location a book should be when the item appears to be off the shelf or in use.

Q10. PUBLICATION DATA

Since the California State Library's union catalog does not contain anything published after 1978, NSCLS was very anxious to have a tool to locate items published in these very recent years.

	<u>Number of requests</u>	<u>Percentage</u>
Items published through 1967	544	25.6%
Items published from 1968-1978	850	40.1%
Items published from 1979 to date	576	27.2%
Items with no publication data supplied	151	7.1%

A further breakdown reveals the following:

For 1979	263 items	or 45.7%
For 1980	311 items	or 53.9%
For 1981	2 items	or .4%

For a total of 576 items published from 1979 to date.

Or...

1980-81	313 items	or 14.7%
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everything to 1979 1,808 items or 85.3%. This percentage for items published within the current year is extremely high even when one considers the fact that the publication data for serials is also included.

Q11. CSU,CHICO OWNS THE MATERIALS REQUESTED

	<u>Number of requests</u>	<u>Percentage</u>
NO	1,467	69.2%
YES	654	30.8%

Q12. CSU,CHICO FILLED THE REQUEST

	<u>Number of requests</u>	<u>Percentage</u>
NO — the item was unavailable	161	7.6%
YES	493	23.2%
NO — CSU,Chico did not own it	1,467	69.2%

Requests for ILL should always be directed to libraries where ownership is likely. 30.8% is a very low ownership rate. Using this information and other gathered, the recommendations will follow which anticipate reducing the number of requests sent to CSU,Chico and increasing the "hit rate" of items owned. If NSCLS libraries had access to OCLC or an on-line catalog of CSU,Chico's holdings, these forthcoming recommendations would not be necessary. Even within any library system, improved knowledge of ownership and/or projects to purchase often requested materials would allow a higher percentage of filled requests than was found in this demonstration. 75% is a reasonable fill rate in the average multi-county library system. Once an ILL request leaves the limits of any system, it should be directed to specific libraries known to own the material rather than another intermediate point.

Q13. TYPE OF MATERIALS REQUESTED

<u>Type of Materials</u>	<u>Number of Requests</u>	<u>Percentage</u>
Non-fiction	1,505	71.0%
Adult fiction	317	14.9%
Juvenile	74	3.5%
Serials, periodicals	173	8.2%
Other	52	2.5%

These figures are self-explanatory, with the exception of "Other." This category included government documents, thesis, microforms, music scores, and large type books. CSU,Chico does not own any large type books. It is recommended that Large Type books or Sight Saving books, a category of material not owned by CSU,Chico, not be sent to CSU,Chico for ILL purposes.

Q14. ILL REQUESTS AND PHOTOCOPYING

	<u>Number of Requests</u>	<u>Percentage</u>
No photocopy provided	1,962	92.8%
Requests requiring Photocopy	159	7.2%

There were 159 requests that required duplication of materials. A total of 1,062 pages were provided or an average of 6.7 pages supplied for each request.

With more and more periodicals, etc., being stored on microforms at CSU,Chico, it should be noted that the photocopying of hard-bound materials at CSU,Chico is easier and faster than microforms, and under the control of the ILL Department.

OTHER LOCATIONS FOUND FOR ILL REQUESTS

Q15. IN THE TRI-SYSTEM, 5 SYSTEM VAN DELIVERY AREA

No locations found	722	34.0%
Locations found	602	28.4%
Previously completed	797	37.6%

Q16. IN CALIFORNIA, EXCLUDING THE TRI-SYSTEM, 5 SYSTEM VAN DELIVERY AREA

No locations found	350	16.5%
Locations found	927	43.7%
Previously completed	844	39.8%

Q17. IN THE U.S.A., EXCLUDING ALL OF CALIFORNIA

No locations found	6	.3%
Locations found	842	39.7%
Previously completed	1,273	60.0%

An examination of these figures by NSCLS with a comparison of RLIN and similiar ILL requests should assist NSCLS in deciding which bibliographic network best meets their needs. Other data has been stored concerning OCLC searching; i.e., the number of records per title search and the number of libraries which held each specific title. Since its value is to NSCLS, and they anticipate making a decision in the near future, the data should be stored for further use.

One clarification on the group "Previously completed" needs to be made. This includes all the items that CSU,Chico owned and filled, as well as all the items for which there was NO OCLC listings whatsoever.

Locations found within the Tri-systems include items CSU,Chico owns but was not able to fill because the item was in use, was a non-circulating item, at the bindery, etc.

It will be noted in Q17 there are 6 items, found on OCLC, with no holdings. Since MARC records are entered into OCLC as they are received, these six items represent materials cataloged on MARC but which no OCLC library has attached ownership. They are very new titles.

THE CROSSTABS

TYPE OF LIBRARY
CSU,CHICO OWNS MATERIAL

	Public	Academic
NO	73.6%	30.2%
YES	26.4%	69.8%

This is the single most important cross tabulation verified. CSU,Chico owns 69.8% of all materials requested from area colleges. This is sufficient to recommend that a major emphasis be placed on working with community college libraries.

ITFS currently has three of its nine learning sites at community colleges. The vast majority of student enrollments for fall 1980 were at these three sites (55%) with the remaining students scattered at the six other sites. For the first week of the winter semester, initial totals reveal a similiar situation: 56% at the three community college sites and the remaining at the six other sites.

In addition, it is recommended that unless the material is known to be owned by a local public library or one of the Information Centers, ILL requests from community colleges should be forwarded directly to CSU,Chico. It is apparent that the scope of the collection at CSU,Chico more closely meets the needs of

community colleges than it does public libraries. By forwarding these requests directly to CSU,Chico, service will be improved as the days since requested should drop to a minimum. It is further recommended that those unfilled ILL requests from community colleges that are unavailable at CSU,Chico be forwarded to one of the information centers for further action. It is also recommended that CSU,Chico accept all ILL requests from area community colleges.

TYPE OF LIBRARY
TYPE OF MATERIALS REQUESTED

	Public	Academic
Non-fiction	72.2%	59.5%
Fiction	16.6%	-0-
Juvenile	3.9%	-0-
Serials, journals,	5.8%	32.6%
Other	1.8%	7.9%

Although CSU,Chico does have many juvenile and fiction titles, they are not the ones usually requested from the various libraries.

CSU,CHICO FILLED REQUESTS
TYPE OF MATERIAL REQUESTED

	Non-fic	Fiction	Juvenile	Serials	Other
In use—No	8.7%	1.3%	4.1%	10.4%	9.6%
Filled	19.8%	3.4%	8.1%	82.1%	57.7%
Unowned	71.5%	93.4%	87.8%	7.5%	32.7%

An examination of Fiction and Juvenile ILL requests show a 93.4% and 87.8% respectively of unowned items.

When the categories are combined and measured against CSU,Chico ownership the following cross tab is revealed:

CSU,CHICO OWNS MATERIALS
TYPE OF MATERIALS REQUESTED

	<u>Fiction & Juvenile</u>	<u>Non-fiction, serials, other</u>
NO	92.3%	63.9%
YES	7.7%	36.1%

Therefore it is recommended that unless a public library has verification that CSU,Chico owns either fiction or juvenile titles, they should not be requested through ILL.

Verification is an important item for ILL requests. However an equal balance between efficient library service and the time spent verifying must be maintained. Bibliographic tools which are inexpensive, current and easy to use vs. costly, cumbersome and historical tools do have a bearing on modern library service. On-line bibliographic data bases, such as OCLC and RLIN, when available, virtually eliminate any necessity for previous manual searches. It is unreasonable to expect each library in NSCLS to have either OCLC or RLIN within the next six months. However to continue to expend the time using tools such as CBI in retrospective verification, is to delay improved library service. Verifying entries in CBI is time consuming compared to the one set tools such as BIP, CULP, CATALIST, etc.

TYPE OF LIBRARY
VERIFICATION TOOLS

	Public	Academic
SIMPLE	19.8%	47.9%
BIP	31.5%	37.7%
CATALIST	23.2%	9.3%
CBI, BPR,	25.4%	5.1%

BPR is also a cumbersome, multi-volume bibliographic tool. Items verified

in BPR usually were published within the current year and/or less than six months old, and therefore not usually available.

VERIFICATION

CSU,CHICO OWNS THE MATERIAL

	SIMPLE	BIP	CATALIST	CBI,BPR
NO	64.7%	67.9%	63.4%	80.6%
YES	35.3%	32.1%	36.6%	19.4%

It is therefore recommended that CSU,Chico accept only ILL requests from NSCLS which have been verified as either:

SIMPLE. The Librarian accepts what the local library patron gives as the source of bibliographic information.

BIP. The Librarian uses a single set, current bibliographic tool such as Books in Print (Author, Title or Subject), or CULP (for periodicals and serials). This does not include Forthcoming Books in Print as items listed therein are very new and should not be requested on ILL.

CATALIST. This is the only universally available bibliographic tool in the NSCLS. It should continue to serve as a valuable tool for bibliographic and holdings information even though most libraries listed are not easily accessible to NSCLS ILL patterns. An automated CATALIST would be the OCLC data base, which falls into this third category.

Library tools which are for forthcoming materials or very recent, i.e., BPR, Forthcoming Books in Print, Kirkus Reviews, Library Journal, etc., should not be used as sole, valid verification tools for ILL requests. It is recommended that CSU,Chico not accept or process ILL requests which have been verified solely by a bibliographic tool which focuses on current or anticipated publishing.

WEEKS SINCE REQUESTED
CSU,CHICO OWNS THE MATERIAL

	1 week	2 weeks	3 weeks	4 weeks	longer
NO	49.0%	77.1%	78.6%	79.8%	76.8%
YES	51.0%	22.9%	21.4%	20.2%	23.2%

Although this cross tab looks simple; i.e., CSU,Chico will have a higher probability of owning the material if it is received from a library within seven calendar days, there are other factors included. Some of these factors involve NSCLS procedures, delivery routes, verification requirements, etc. CSU,Chico's emphasis is first for students: on campus or extension/off campus. For the extension/off campus student, enrolled in classes for a limited time (19 weeks), it would be imperative that ILL requests be sent to CSU,Chico, processed and returned to the student within a few days. Indeed, this quick response time should be available to all local patrons. Therefore it is recommended that CSU,Chico only accept ILL requests from public libraries which are less than fourteen calendar days old, measured from the date of the local library patron's initial request to the receipt date by CSU,Chico.

TYPE OF LIBRARY
WEEKS SINCE REQUESTED

	Public	Academic
1 week	24.8%	70.7%
2 weeks	38.5%	13.5%
3 weeks	18.8%	2.3%
4 weeks	6.0%	1.9%
Longer	11.8%	11.6%

WEEK OF DEMONSTRATION
WEEKS SINCE REQUESTED

	1.	2.	3.	4.	5.	6.	7.	8.	9.
1 week	12.5%	38.8%	61.4%	28.3%	59.0%	5.3%	36.0%	39.1%	48.1%
2 weeks	33.8%	22.8%	18.2%	38.5%	49.2%	21.9%	41.8%	53.1%	31.1%
3 weeks	31.4%	10.7%	4.5%	14.5%	27.1%	34.3%	12.4%	5.2%	14.0%
4 weeks	12.8%	9.7%	4.5%	2.8%	9.3%	8.3%	2.2%	.4%	1.7%
Longer	9.5%	18.0%	11.4%	15.8%	8.5%	30.2%	7.6%	2.2%	5.1%

There was a decided tendency to have more ILL requests arrive at CSU, Chico within the first week (since requested) as the demonstration progressed. Likewise a decrease in the percentage that were in process longer (than four weeks since requested) and co-related to the use of CBI as a verification tool, is also evident:

	1.	9.
1 week	12.5% - - - - -	48.1%
.....		
Longer	9.5% - - - - -	5.1%

Requiring that requests reach CSU,Chico within fourteen calendar days will improve an ultimate goal of library service. The demonstration provides proof that the longer it takes to search and verify ILL requests simply serves to reduce the possibility that CSU,Chico will own the materials. That appears to be relative to the scope and depth of the CSU,Chico collection. Therefore the previous recommendation is further justified in that it will improve service to all library patrons of every local library in the area served by CSU,Chico.

Although there was some evidence that items published prior to 1955 were less likely to be owned by CSU,Chico than those published after 1955, it was not sufficient enough to justify a recommendation to discontinue accepting such requests.

DAILY OBSERVATIONS

It was anticipated using the LC Classification as a tool to help librarians decide what to send CSU, Chico on ILL. The computer program used to record and analyze the statistics did not allow for an intermixing of numbers and letters. Consequently many minor observations were not able to be recorded and measured in the statistics. No comparison of LC Classification vs. own or fill was possible either. This section will consolidate the daily observations as recorded manually.

1. ILL Requests for Punjabi, Siraiki and similiar foreign languages met with little success at CSU, Chico.
2. Breeding and care of Cockatoos, TFH Publications, and other specialized pet animal materials advertised in trade publications are not owned by CSU, Chico, and unlikely to be found on OCLC.
3. Wrong or incomplete citations often resulted in unfilled requests for articles from journals and periodicals. It is reasonable to have CSU, Chico staff check the table of contents of the volume or issue requested for an article. Further searching by CSU, Chico staff is not practical, and was not pursued during the demonstration.
4. Religious tracts were not found in the collection of CSU, Chico and there were limited holdings in OCLC, if any.

5. Only under extreme circumstances should it be expected that CSU, Chico loan reference books, rare books, special collections (Northeastern California) materials; or complete volumes, or individual issues of serials, magazines, etc.

6. Even though CSU, Chico and OCLC do increase the access to materials by genealogists, there is no current, single tool to locate the various materials requested by this specialized researcher.

7. ILL requests for a known dissertation or thesis should be directed to the degree granting institution.

8. Cookbooks, craft materials, self-help books are staples of public libraries. They are not purchased as a normal practice by CSU, Chico.

9. Price guides to dolls, antiques, beer steins, etc., are not owned by CSU, Chico and randomly found on OCLC.

10. Astrology and astral projection materials were not usually found in OCLC or at CSU, Chico.

11. General sports books; judo, boxing, skiing, are not owned to any depth or currentness by CSU, Chico.

12. Bibliographies from encyclopedias are excellent sources for additional information — with the exception of those found in Encyclopaedia Britannica, which are seldom found at CSU, Chico, or any university collection below one million volumes.

13. Although CSU, Chico was listed more often than CSU, Humboldt as a holding library; NSCLS needs to increase requests directed at CSU, Humboldt. CSU, Chico and CSU, Humboldt do borrow and lend between each other and both are affiliate members of NSCLS.

14. The acquisition of an OCLC terminal by the College of the Siskiyous and Siskiyou County Library should allow them to expedite their requests, complete with LC Call number to CSU, Chico.

FILES, FORMS, STATISTICS

If it isn't a maxim of ILL procedures the following should be: "Patron service is measured by an inverse ratio to the number of files maintained." Since CSU, Chico does not borrow from libraries in the NSCLS the only file necessary is a circulation file of items that CSU, Chico has loaned. It is recommended that CSU, Chico's circulation card, after being used for ILL statistics, be filed with other circulation records in the Circulation Department and no other file be maintained.

The NSCLS four part request form was appropriate and easy to use. It is designed so that individual copies can be removed without removing the header. This feature of the form should not be negated. Therefore, it is recommended that ILL request form (ALA or NSCLS) be submitted in as complete a physical state as is possible.

Statistics required for reimbursement monies must be maintained. Any possible use of a computer program to tabulate these required statistics should be followed through by the administration of CSU, Chico. It is recommended that the ILL Department of CSU, Chico, as a total lender of materials to NSCLS libraries, not expend its staff time maintaining statistics not required by University administration and/or the California State University system.

THE CONTINUATION

The only way to continue this demonstration as it began is with a full time staff member assigned to the task. However, to continue to accept ILL requests is not impossible. By using the recommendations of this report as guidelines, it is further recommended that a student be employed three hours per day, under the supervision of a CSU, Chico staff member, to continue ILL services to area libraries. In support of this, funds generated by filling public library requests (assuming funds continue to be available) should be sufficient to reimburse CSU, Chico. OCLC should continue to be the only search tool, locations listed on the NSCLS form, and twenty-four hour turn-around-time strived for; but forty-eight hour turn-around-time could be more reasonably anticipated.

Regardless of the ability of CSU, Chico to assign student assistance to this ILL service for libraries in Northeastern California, the access by these libraries and their local patrons to the University collection needs to continue. CSU, Chico does not have funds to build and maintain branch libraries at the various ITFS learning sites it is establishing in its service area. Although the concept of learning centers does include sites at public libraries, it is significant in the development of sites to date that not one has been established at a public library in northeastern California.

Resource sharing is not a new concept to libraries. Historically public libraries have been freer to share resources than other types of libraries.

The concept of an off campus student as having equal access to academic resources is going to challenge all of the practices of the University Library. No one would suggest that every on campus student uses the learning resources (materials, facilities, personnel) to the same degree as every other on campus student. Students have long studied in coffee houses and restaurants -- why not at their local library. To continue this inter-library loan network will only enhance a student's learning resources, resource sharing, cooperation between institutions and add to the professional development of area librarians. CSU, Chico was established by the California State Legislature as the institution of higher education for Northeastern California. Somewhere in that charge must have been envisioned service to people living in the area as well as service to those who travel to the confines of the University. ITFS is breaking geographical limitations. ILL is a program to reach out with a service to individuals through local libraries.

Education is a living process; it does not end with the granting of a degree. Transmitting classrooms and materials via diverse delivery systems is only one natural growth pattern of current technology. This recommended reverse Inter-Library Loan Network designed to loan materials is a new thought applied to older routines. It too will grow.

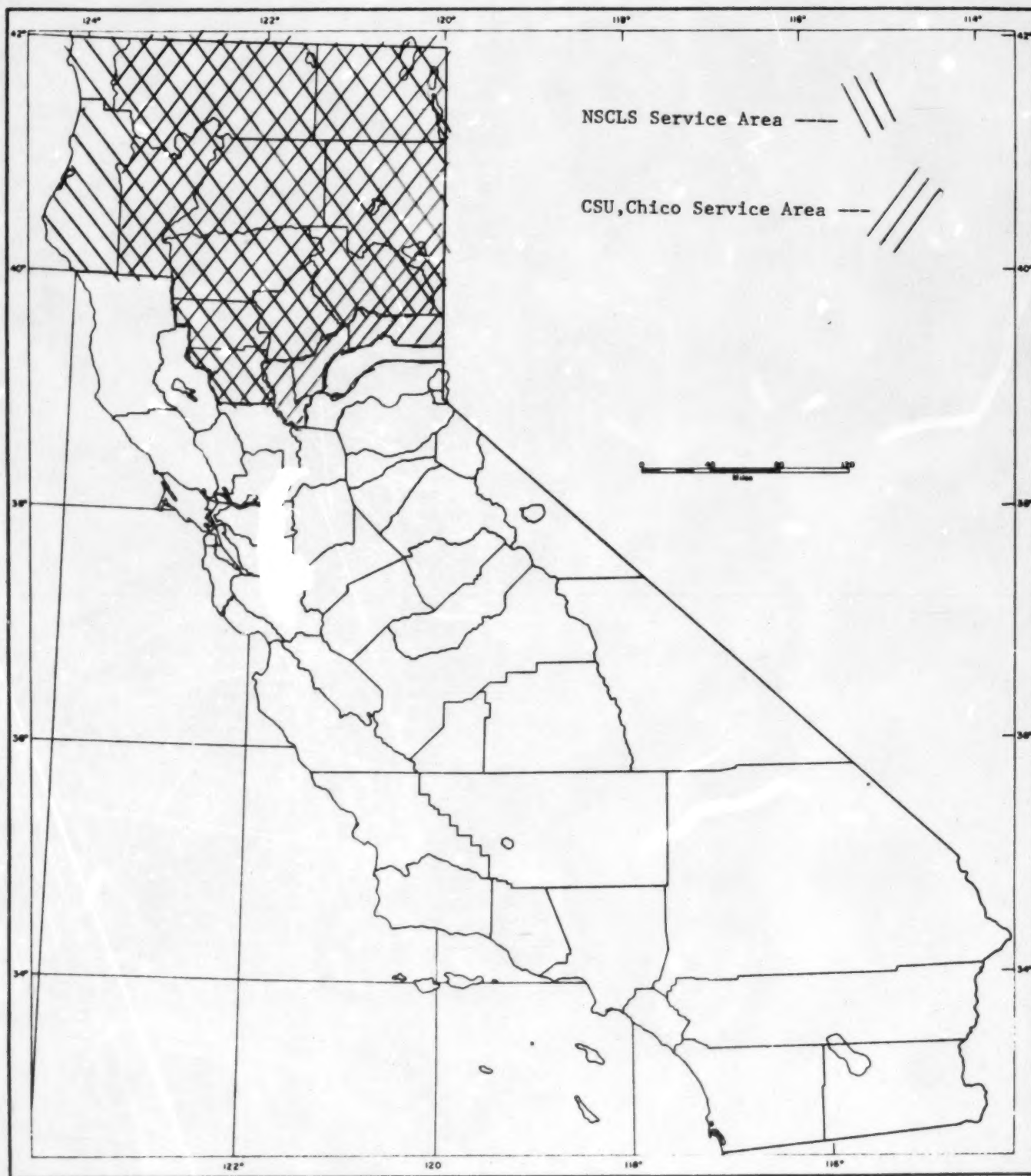
LIST OF RECOMMENDATIONS

1. Any library, using OCLC as a verification tool should be required to add the LC call number from the 050 field to all ILL requests sent to CSU, Chico, and list OCLC as their verification source. p. 27.
2. Large Type books or Sight saving books, a category of material not owned by CSU, Chico, should not be sent to CSU, Chico for ILL purposes. p. 29.
3. A major emphasis should be placed on working with community college libraries. p. 32.
4. Unless the material is known to be owned by a local public library or one of the information centers, ILL requests from community colleges should be forwarded directly to CSU, Chico. p.32.
5. Those unfilled ILL requests from community colleges that are unavailable at CSU, Chico, should be forwarded to one of the information centers for further action. p. 33.
6. CSU, Chico should accept all ILL requests from area community colleges. p. 33.
7. Unless a public library has verification that CSU, Chico owns either fiction or juvenile titles, they should not be requested. p. 34.

8. CSU, Chico should not accept or process ILL requests which have been verified solely by a bibliographic tool which focuses on current or anticipated publishing. p. 35.
9. CSU, Chico should accept only ILL requests from NSCLS which have been verified with limited tools. p. 35.
10. CSU, Chico should only accept ILL requests from public libraries which are less than fourteen calendar days old, measured from the date of the local library patron's initial request to the receipt date by CSU, Chico. p. 36.
11. CSU, Chico's circulation card, after being used for ILL statistics, should be filed with other circulation records in the Circulation Department and no other file be maintained. p. 40.
12. ILL request forms (ALA or NSCLS) should be submitted in as complete a physical state as is possible. p. 40.
13. The ILL Department of CSU, Chico, as a total lender of materials to NSCLS libraries, should not expend its staff time maintaining statistics not required by the University administration or the CSU system. p. 40.
14. A student should be employed three hours per day, under the supervision of a CSU, Chico staff member, to continue ILL services to area libraries. p. 41.

APPENDIX A - SERVICE AREAS

NSCLS & CSU,CHICO

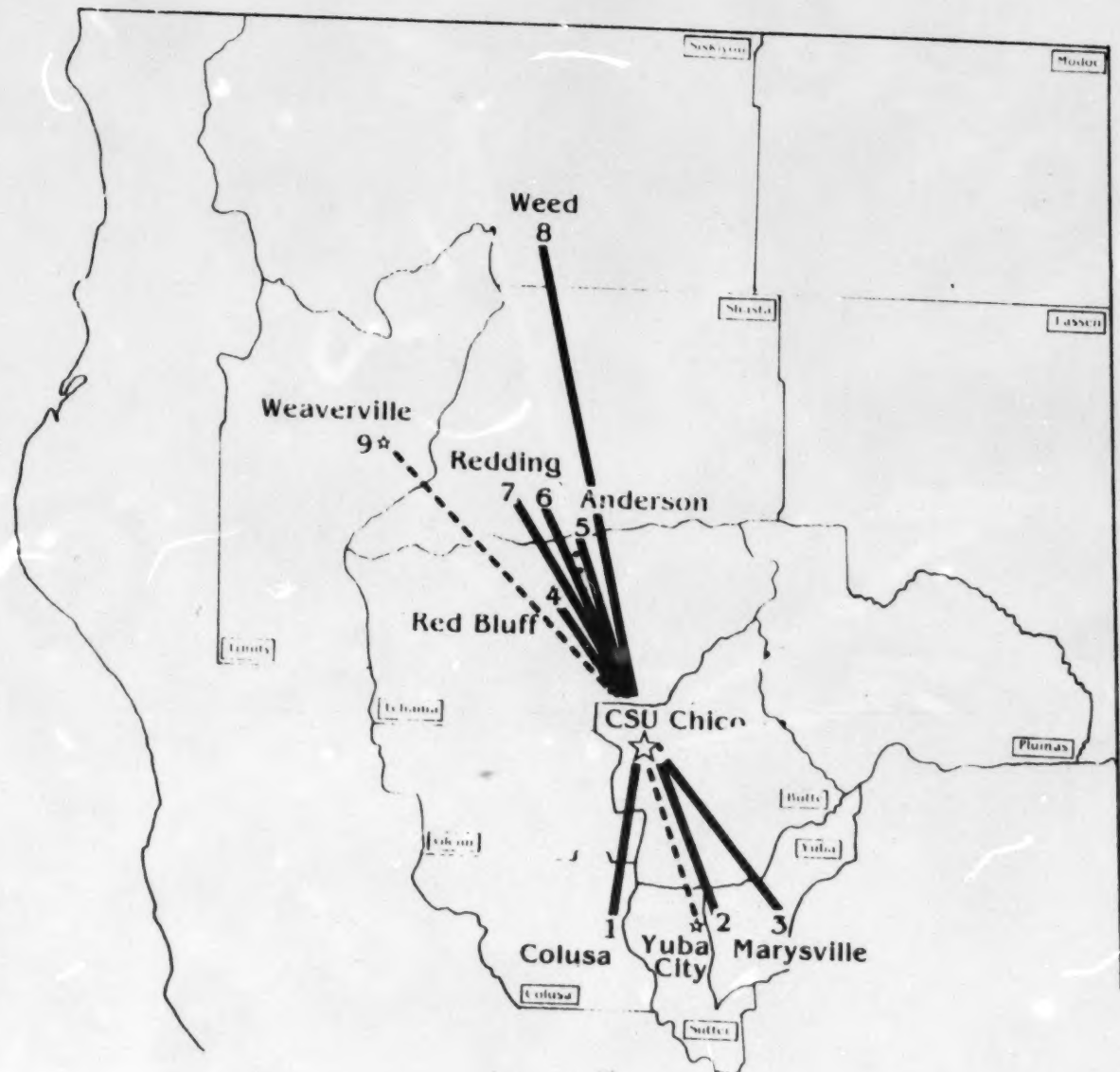


APPENDIX B - VAN DELIVERY AREA

FIVE-SYSTEMS NETWORK



APPENDIX C - ITFS SITES



- Reception at Regional Learning Center
- - - Reception through Cable Company
- ☆ Future site under Construction

- 1 Colusa City Hall
- 2 Yuba College (Chico Building)
- 3 Beale Air Force Base Education Building
- 4 Antelope School (Red Bluff)
- 5 Anderson High School
- 6 Shasta College
- 7 Shasta County Schools Office
- 8 College of the Siskiyous Library
- 9 Trinity County Schools Office (Weaverville)

APPENDIX D

CALIFORNIA LIBRARIES ON OCLC WITHIN FIVE SYSTEMS DELIVERY AREA

<u>Library Name</u>	<u>OCLC Symbol</u>
UC Berkeley, Institute of Transportation Studies	CBT
Consumnes River College, Sacramento	CCR
Modesto Junior College	CDM
Stanislaus County Free Library, Modesto	CFL
Humboldt State University, Arcata	CHU
Collega of the Siskiyou	CIS
Pacific Union College, Angwin	CPU
California State University, Sacramento	CSA
Sacramento City College	CSR
California State University, Hayward	CSH
Sonoma State College, Rohnert Park	CSO
Stockton-San Joaquin County Public Library	CSP
San Joaquin Delta College, Stockton	CTO
California State College, Stanislaus	CTU
University of California, Davis	CUV
UC Davis, Health Sciences Library	CUX
University of California, Berkeley	CUY

APPENDIX G - THE SEVENTEEN VARIABLES

- - - FREQUENCIES - -

END OF FILE ON FILE TOTAL
AFTER READING 2121 CASES FROM SUBFILE NONAME

Q1 SYSTEM

CATEGORY LABEL	CODE	ABSOLUTE FREQ	RELATIVE FREQ (PCT)	ADJUSTED FREQ (PCT)	CUM FREQ (PCT)
NSCLS	1.	2046	96.5	96.5	96.5
MVLS	2.	75	3.5	3.5	100.0
	TOTAL	2121	100.0	100.0	
VALID CASES	2121	MISSING CASES	0		

Q2 INFORMATION CENTER

CATEGORY LABEL	CODE	ABSOLUTE FREQ	RELATIVE FREQ (PCT)	ADJUSTED FREQ (PCT)	CUM FREQ (PCT)
BUTTE	1.	826	38.9	38.9	38.9
SHASTA	2.	807	38.0	38.0	77.0
EUR-HUM	3.	413	19.5	19.5	96.5
MVLS	4.	75	3.5	3.5	100.0
	TOTAL	2121	100.0	100.0	
VALID CASES	2121	MISSING CASES	0		

Q3 TYPE OF LIBRARY

CATEGORY LABEL	CODE	ABSOLUTE FREQ	RELATIVE FREQ (PCT)	ADJUSTED FREQ (PCT)	CUM FREQ (PCT)
PUBLIC	1.	1906	89.9	89.9	89.9
ACADEMIC	2.	215	10.1	10.1	100.0
	TOTAL	2121	100.0	100.0	
VALID CASES	2121	MISSING CASES	0		

CATEGORY LABEL	CODE	ABSOLUTE FREQ	RELATIVE FREQ (PCT)	ADJUSTED FREQ (PCT)	CUM FREQ (PCT)
BUTTE	1.	452	21.3	21.3	21.3
COLUSA	2.	65	3.1	3.1	24.4
LASSEN	3.	79	3.7	3.7	28.1
ORLAND	4.	32	1.5	1.5	29.6
PLUMAS	5.	133	6.3	6.3	35.9
WILLOWS	6.	38	1.8	1.8	37.7
BUTTE C	7.	4	.2	.2	37.9
FEATHR C	8.	18	.8	.8	38.7
LASSEN C	9.	5	.2	.2	38.9
SHASTA	10.	146	6.9	6.9	45.8
MODOC	11.	65	3.1	3.1	48.9
SISKIYOU	12.	300	14.1	14.1	63.0
TEHAMA	13.	185	8.7	8.7	71.8
TRINITY	14.	31	1.5	1.5	73.2
SISKIY C	15.	55	2.6	2.6	75.8
SHASTA C	16.	25	1.2	1.2	77.0
EUR-HUM	17.	208	9.8	9.8	86.8
DELNORTE	18.	126	5.9	5.9	92.7
REDWDS C	19.	79	3.7	3.7	96.5
SUTTER	21.	46	2.2	2.2	98.6
YUBA C	23.	29	1.4	1.4	100.0
TOTAL		2121	100.0	100.0	
VALID CASES	2121		MISSING CASES	0	

Q5 WEEK OF DEMONSTRATION

CATEGORY LABEL	CODE	ABSOLUTE FREQ	RELATIVE FREQ (PCT)	ADJUSTED FREQ (PCT)	CUM FREQ (PCT)
	1.	328	15.5	15.5	15.5
	2.	289	13.6	13.6	29.1
	3.	44	2.1	2.1	31.2
	4.	392	18.5	18.5	49.6
	5.	118	5.6	5.6	55.2
	6.	169	8.0	8.0	63.2
	7.	275	13.0	13.0	76.1
	8.	271	12.8	12.8	88.9
	9.	235	11.1	11.1	100.0
TOTAL		2121	100.0	100.0	
VALID CASES	2121		MISSING CASES	0	

Q6 VERIFICATION

CATEGORY LABEL	CODE	ABSOLUTE FREQ	RELATIVE FREQ (PCT)	ADJUSTED FREQ (PCT)	CUM FREQ (PCT)
SIMPLE	1.	481	22.7	22.7	22.7
BIP	2.	682	32.2	32.2	54.8
CATALIST	3.	462	21.8	21.8	76.6
BPR,CBI,	4.	496	23.4	23.4	100.0
	TOTAL	2121	100.0	100.0	
VALID CASES	2121	MISSING CASES		0	

Q7 WEEKS SINCE REQUESTED

CATEGORY LABEL	CODE	ABSOLUTE FREQ	RELATIVE FREQ (PCT)	ADJUSTED FREQ (PCT)	CUM FREQ (PCT)
1 WEEK	1.	625	29.5	29.5	29.5
2 WEEKS	2.	763	36.0	36.0	65.4
3 WEEKS	3.	364	17.2	17.2	82.6
4 WEEKS	4.	119	5.6	5.6	88.2
LONGER	5.	250	11.8	11.8	100.0
	TOTAL	2121	100.0	100.0	
VALID CASES	2121	MISSING CASES		0	

Q8 FOUND ON OCLC

CATEGORY LABEL	CODE	ABSOLUTE FREQ	RELATIVE FREQ (PCT)	ADJUSTED FREQ (PCT)	CUM FREQ (PCT)
	0	261	12.3	12.3	12.3
	1.	1023	48.2	48.2	60.5
	2.	258	12.2	12.2	72.7
	3.	114	5.4	5.4	78.1
	4.	62	2.9	2.9	81.0
	5.	92	4.3	4.3	85.3
NO SRCH	6.	311	14.7	14.7	100.0
	TOTAL	2121	100.0	100.0	
VALID CASES	2121	MISSING CASES		0	

Q9 CALL NUMBER CHANGED

CATEGORY LABEL	CODE	ABSOLUTE FREQ	RELATIVE FREQ (PCT)	ADJUSTED FREQ (PCT)	CUM FREQ (PCT)
NO	0	346	16.3	16.3	16.3
CHANGED	1.	20	.9	.9	17.3
NO SRCH	2.	1755	82.7	82.7	100.0
	TOTAL	2121	100.0	100.0	
VALID CASES	2121	MISSING CASES	0		

Q10 PUBLICATION DATA

CATEGORY LABEL	CODE	ABSOLUTE FREQ	RELATIVE FREQ (PCT)	ADJUSTED FREQ (PCT)	CUM FREQ (PCT)
--1967	1.	544	25.6	25.6	25.6
1968-78	2.	850	40.1	40.1	65.7
1979--	3.	576	27.2	27.2	92.9
UNKNOWN	4.	151	7.1	7.1	100.0
	TOTAL	2121	100.0	100.0	
VALID CASES	2121	MISSING CASES	0		

Q11 CSUC,CHICO CMNS MATERIAL

CATEGORY LABEL	CODE	ABSOLUTE FREQ	RELATIVE FREQ (PCT)	ADJUSTED FREQ (PCT)	CUM FREQ (PCT)
NO	0	1467	69.2	69.2	69.2
YES	1.	654	30.8	30.8	100.0
	TOTAL	2121	100.0	100.0	
VALID CASES	2121	MISSING CASES	0		

Q12 CUSC,CHICO FILLED REQUEST

CATEGORY LABEL	CODE	ABSOLUTE FREQ	RELATIVE FREQ (PCT)	ADJUSTED FREQ (PCT)	CUM FREQ (PCT)
IN USE--NO	0	161	7.6	7.6	7.6
FILLED	1.	493	23.2	23.2	30.8
UNOWNED	2.	1467	69.2	69.2	100.0
	TOTAL	2121	100.0	100.0	
VALID CASES	2121	MISSING CASES	0		

Q15

LOCATIONS FOUND IN TRI-SYSTEM

CATEGORY LABEL	CODE	ABSOLUTE FREQ	RELATIVE FREQ (PCT)	ADJUSTED FREQ (PCT)	CUM FREQ (PCT)
	0	722	34.0	34.0	34.0
	1.	352	16.6	16.6	50.6
	2.	120	5.7	5.7	56.3
	3.	59	2.8	2.8	59.1
	4.	24	1.1	1.1	60.2
	5.	47	2.2	2.2	62.4
PREV DONE	6.	797	37.6	37.6	100.0
	TOTAL	2121	100.0	100.0	
VALID CASES	2121	MISSING CASES		0	

Q16

LOCATIONS FOUND IN CALIFORNIA

CATEGORY LABEL	CODE	ABSOLUTE FREQ	RELATIVE FREQ (PCT)	ADJUSTED FREQ (PCT)	CUM FREQ (PCT)
	0	350	16.5	16.5	16.5
	1.	237	11.2	11.2	27.7
	2.	140	6.6	6.6	34.3
	3.	95	4.5	4.5	38.8
	4.	95	4.5	4.5	43.2
	5.	360	17.0	17.0	60.2
PREV DONE	6.	844	39.8	39.8	100.0
	TOTAL	2121	100.0	100.0	
VALID CASES	2121	MISSING CASES		0	

Q17

LOCATIONS FOUND IN U.S.A.

CATEGORY LABEL	CODE	ABSOLUTE FREQ	RELATIVE FREQ (PCT)	ADJUSTED FREQ (PCT)	CUM FREQ (PCT)
	0	6	.3	.3	.3
	1.	48	2.3	2.3	2.5
	2.	44	2.1	2.1	4.6
	3.	31	1.5	1.5	6.1
	4.	34	1.6	1.6	7.7
	5.	685	32.3	32.3	40.0
PREV DONE	6.	1273	60.0	60.0	100.0
	TOTAL	2121	100.0	100.0	
VALID CASES	2121	MISSING CASES		0	

APPENDIX E - BOOK PROCESSING

INTERLIBRARY LOAN

Through the courtesy of CALIFORNIA STATE UNIVERSITY, CHICO this book has been loaned for your use. Please handle with care. Delay in returning it may jeopardize future borrowing privileges.

PLEASE DO NOT REMOVE THIS STRAP
YOU MAY USE THIS BOOK FOR 2 3 WEEKS AND IT IS NON-RENEWABLE
RETURN IT TO YOUR LOCAL LIBRARY

APPENDIX F - CIRCULATION RECORD

BOOK CALL NUMBER		ACC. OR COPY NO.	
BV 5080 E45 E43 1958		DATE DUE SHIP'D JAN 6 1981 3 WEEKS USE NON-RENEWABLE	
HOLD			
LIST BOOK AUTHOR HERE			
Eckhart			
LIST BOOK TITLE HERE			
Meister Eckhart			
NAME (I AGREE TO COMPLY WITH LIBRARY REGULATIONS)			
ILL - College of the			
ADDRESS			
Siskiyou			
CITY			
TELEPHONE NO.		IDENTIFICATION/SS NO.	
SHOW IDENTIFICATION			
STATUS: (CHECK PROPER BOX)			
☐ CHICO STATE STUDENT		☐ STAFF	
☐ FACULTY		☐ COURTESY	
LIBRARY, CALIFORNIA STATE UNIV., CHICO			